HP DeskJet 870Cxi Printer

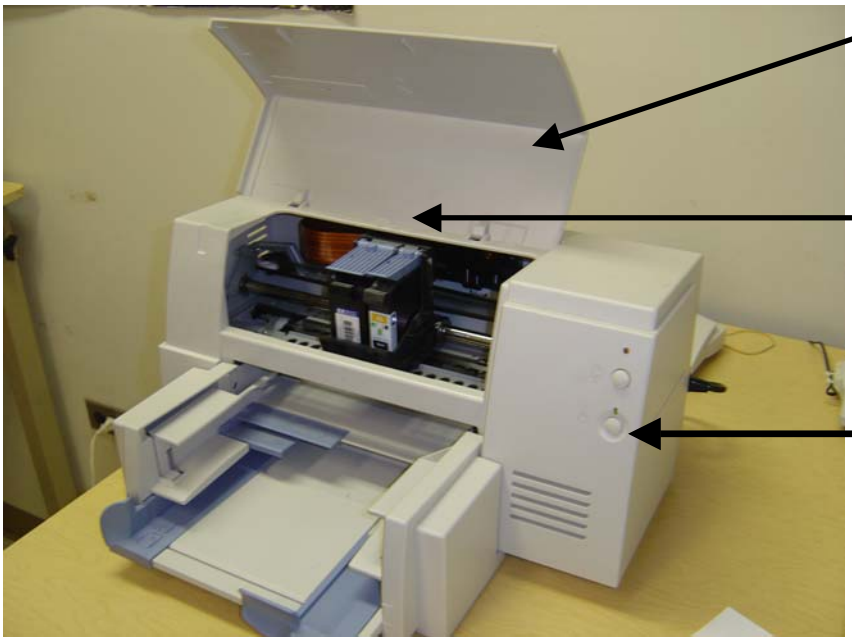
The HP DeskJet 870Cxi is an ink-jet color printer that prints on a wide variety of media and paper types and sizes, labels, envelopes, transparencies, plain and specialty papers from 4x6 to 8.5 x 14, plus manual two sided printing at up to 8 pages per minute.

This is a general users guide. For more information see the pdf file located in **\\132.160.42.89\sdal\User Manuals\Printers\ hpDeskJet870cxi.pdf**

Thermal Inkjet Technology

Ink-jet technology centers on a disposable print cartridge, which propels ink out of 300 nozzles (192 nozzles on the color print cartridge). The basic principle is to apply heat to a tiny measure of ink until it expands and is propelled through a nozzle. This is achieved by first filling a small reservoir, known as the firing chamber with ink. The next step is to heat the ink with a thin-film resistor layered above the firing chamber. As the ink heats up, it expands to form a bubble. As the bubble continues to expand and burst, it is forced through the nozzle located below the firing chamber. This process is repeated up to 12,000 times per second.

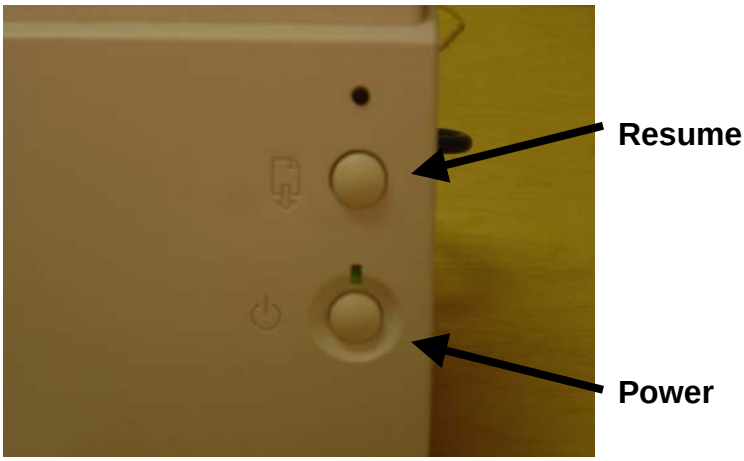
Front View



Rear View

Turning the printer on and off

1- Turn the printer on or off by pressing the power button located on the front of the printer.



Printing

1- Most printer problems are caused by using the wrong type of paper or using paper that is wrinkled or damp. For best results, use paper that is made specifically for Ink Jet printers with a paper-weight of at least 20 lbs.

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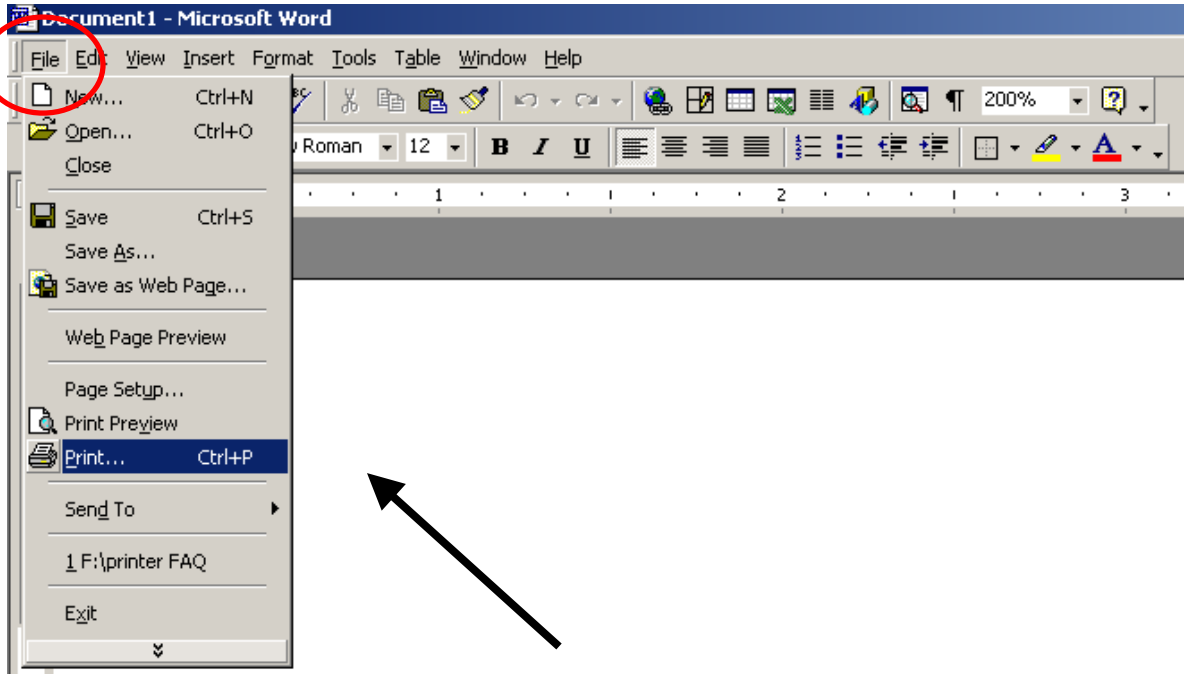
2- To load paper, tap its edges on a flat surface to even it out. Then place the paper into the tray with the top of the page **facing down** and **away** from you.

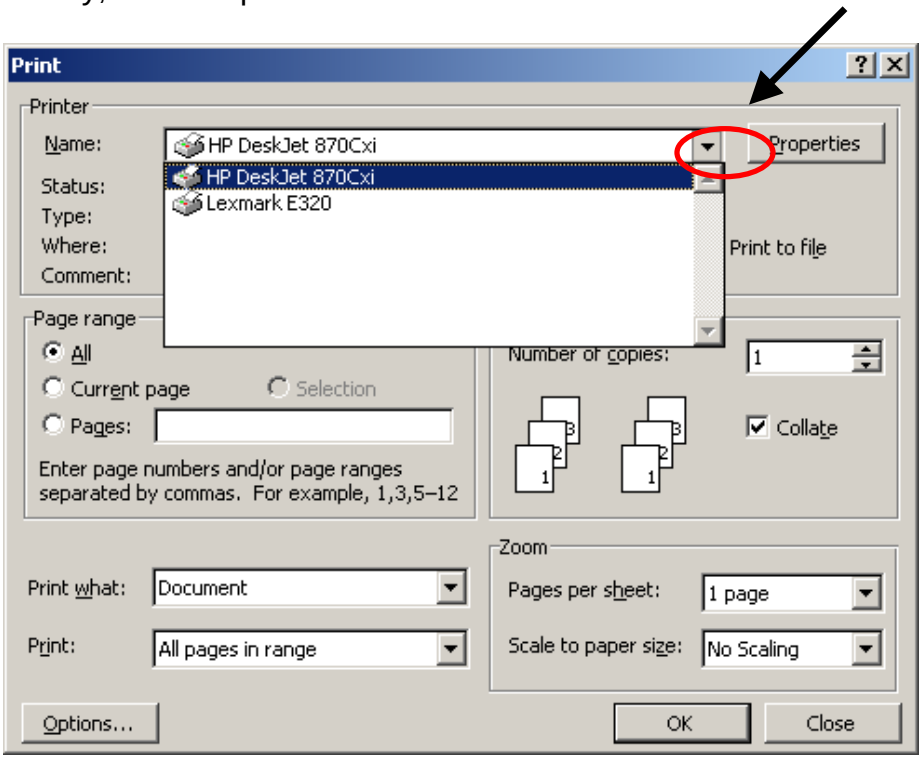
2- From your software application, open the file you want to print.

3- Click **File** to open the file menu.

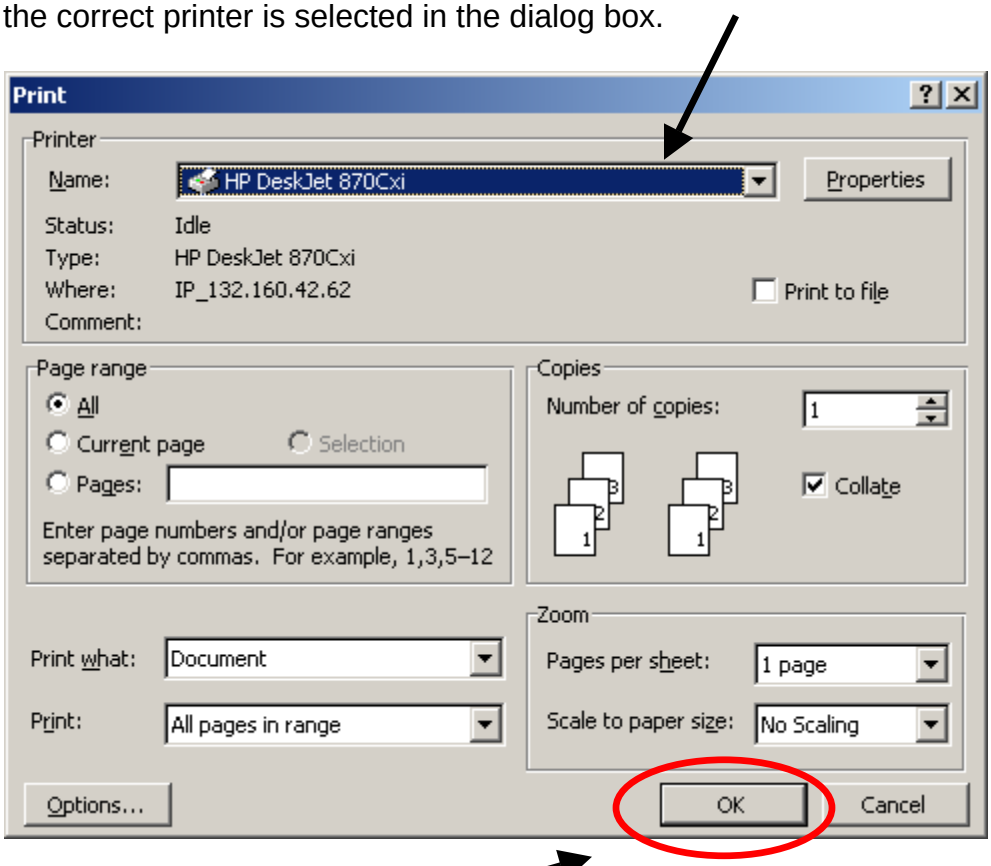


4- Click **Print** to open the printer menu.

5- If necessary, click the pull down menu and select the **HP DeskJet 870Cxi** Printer.



6- Verify the correct printer is selected in the dialog box.



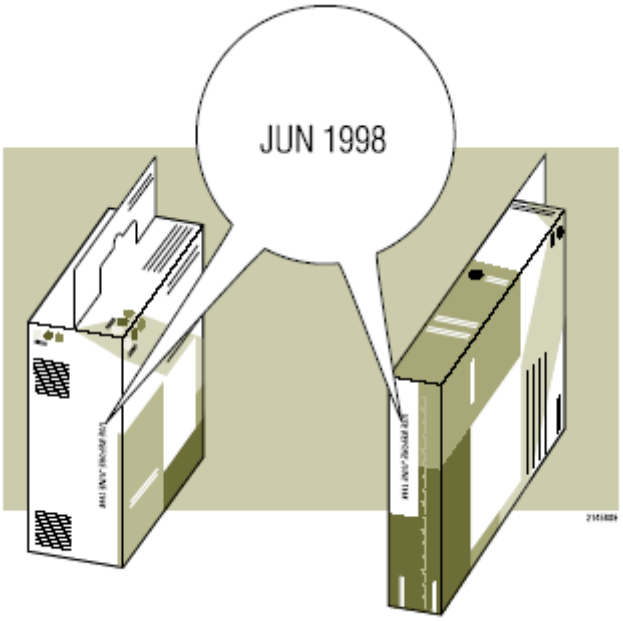
7- Click **OK** to print your document

Printer cartridges

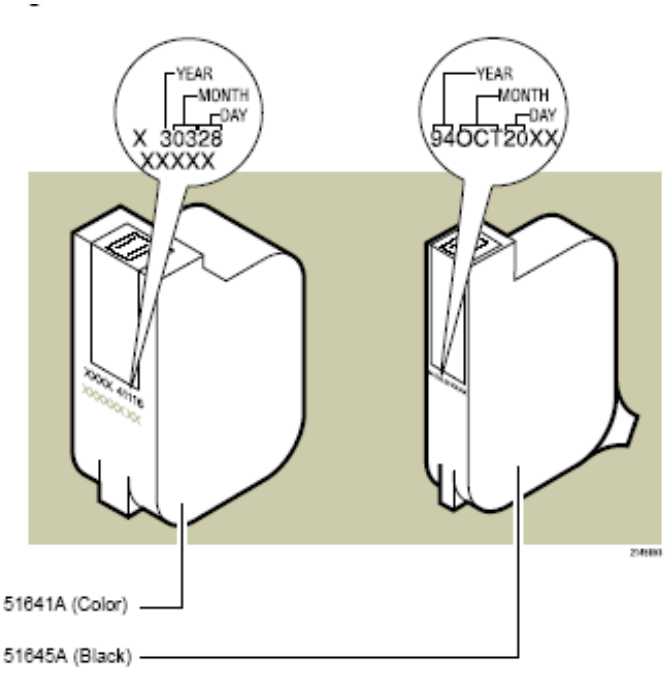
Ink-jet printer cartridges have a limited shelf life. The manufacturer recommends that replacing print cartridge if it is more than 18 months old.

How to determine the manufacturing date-

1- If the print cartridge is in a box, read the “Use Before” date printed on the box.



2- Determine the manufacturing date from the code printed on the print cartridge.



Printer Cartridge Dos and Don'ts

Do	Don't
Keep printer cartridges sealed in their packaging until ready for use	Avoid using print cartridges after the expiration date
Store print cartridges at room temperature	Do not unplug the printer without turning the power off first.
Press the Power button to turn off the printer rather than unplugging the printer.	Do not allow the print cartridge contacts and nozzles to touch any surface or object. Skin oil and dust can cause print problems.

Removing Printer Ink Cartridges

1- Turn printer on.

2- Open the access door, the print cartridge automatically moves to the center of the mechanism for easy access.

3- Lift the cradle latch and remove cartridge.

Installing Printer Ink Cartridges

1- Open printer cartridge package and **remove plastic film** covering the cartridge nozzle and contacts.

2- Open the access door, the print cartridge automatically moves to the center of the mechanism for easy access.

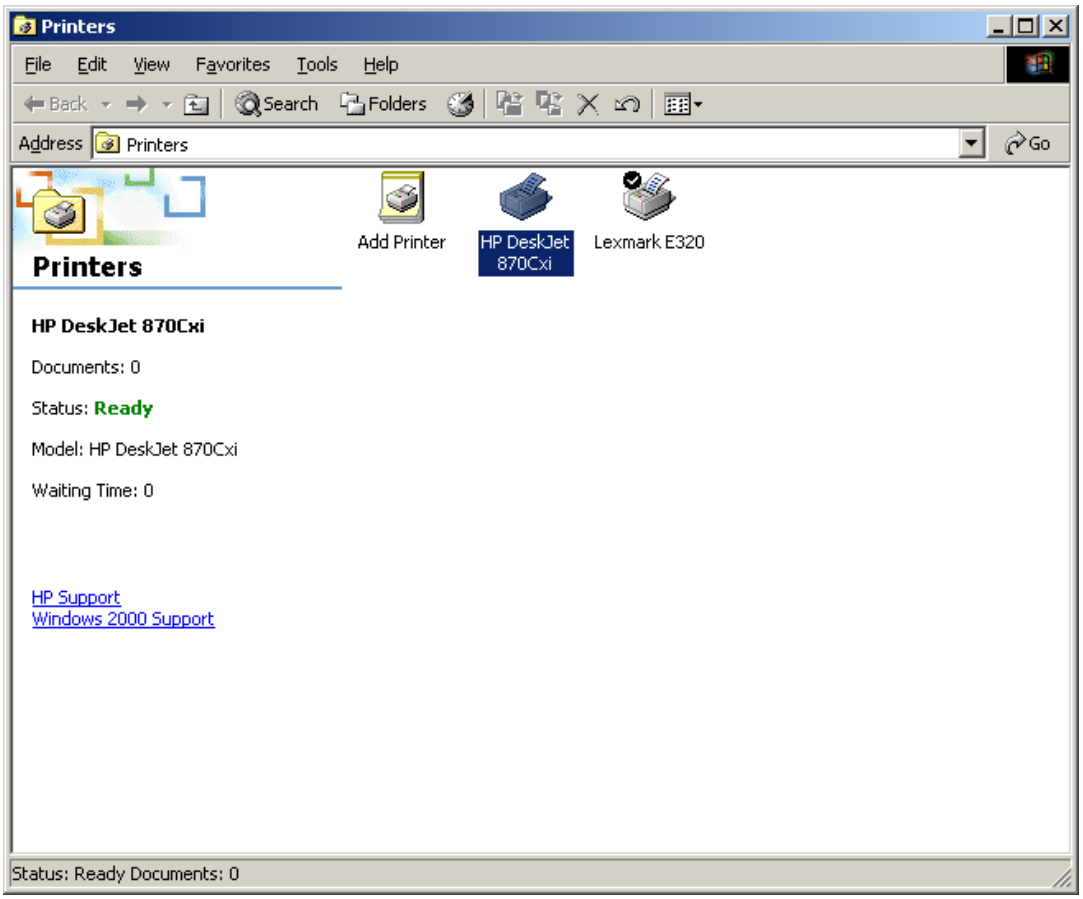
3- Raise locking tab and place printer cartridge into carriage.

4- Lower cradle latch and close the access door.

Aligning and cleaning printer cartridges

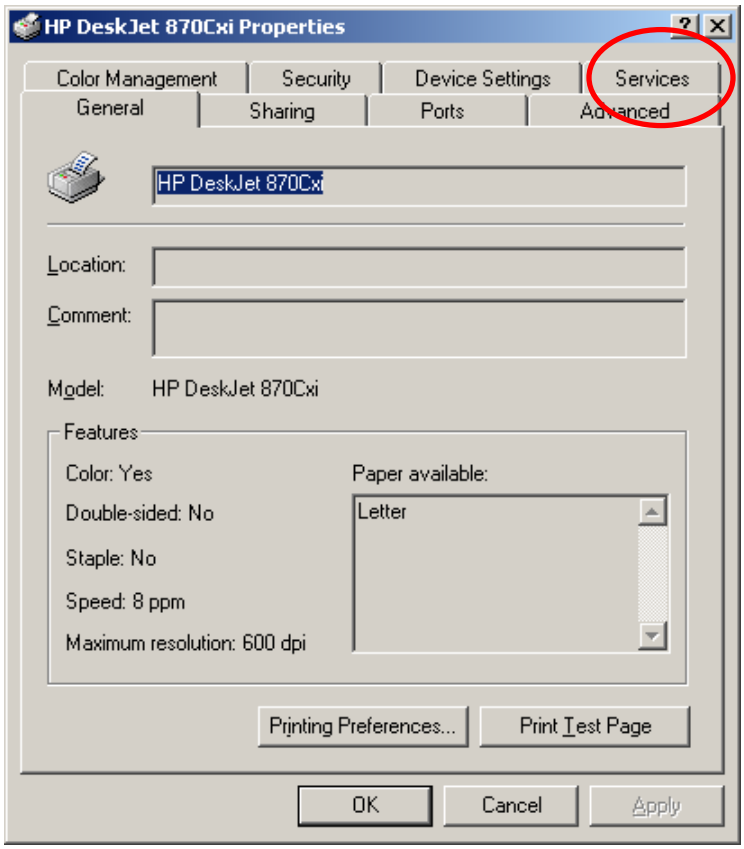
When a new printer cartridge is installed it must be aligned using the alignment utility. If the print quality becomes unsatisfactory, the cleaning utility may improve performance.

1-To start the alignment utility click **Start → Settings → Printers**

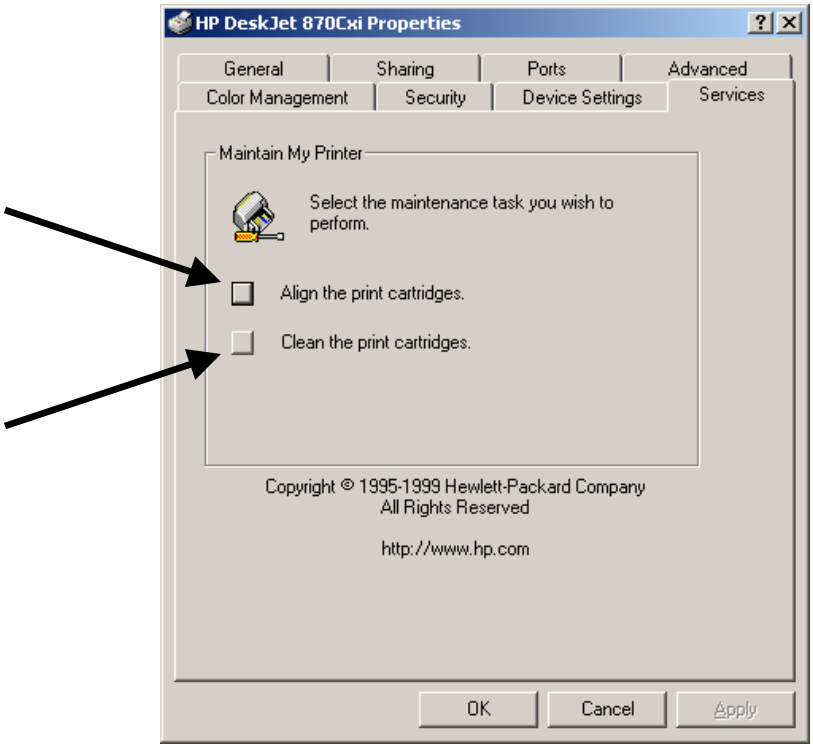


2- Click the **HP DeskJet 870Cxi** printer icon to select the printer.

3- Click **File** → **Properties** and select the **Services** tab



4- Click the **Align** or **Clean** to start the utility.



Cleaning the cartridge electrical contacts

1- Turn on the printer.

2- Open the top cover. The cartridges should move to the center of the printer.

3- Remove the color cartridge.

4- Locate the copper-colored circuitry strip on the back of the cartridge

5- Using a clean, soft, dry, lint-free cloth. clean the electrical contacts (see Figure 1).

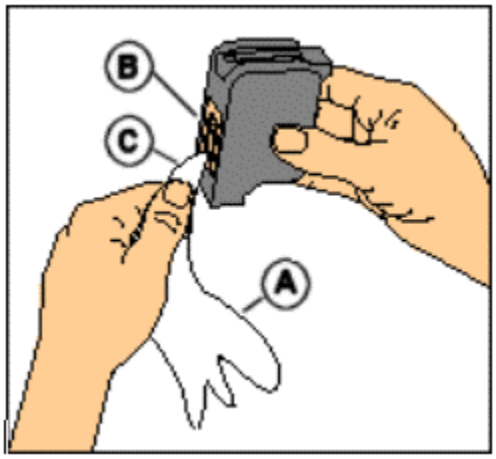


Figure 1: Cleaning the cartridge electrical contacts

CAUTION: Do not wipe the nozzle plate on the bottom of the cartridge. Wiping the nozzle plate can damage the cartridge (Figure 2).

Figure 2: Do not wipe the nozzle plate

Troubleshooting

If you are having problems printing follow this procedure:

1- Verify the power cable is plugged into an AC receptacle.

2- Verify the power cable is plugged into the printer.

Printing a test page

There are two different ways to print a test page:

From the printer panel

This is the internal printer test and will tell you if the printer is functioning.

1- Turn the printer off then turn the printer on.

2- Press and hold the Resume button until light goes out (about 3 seconds)

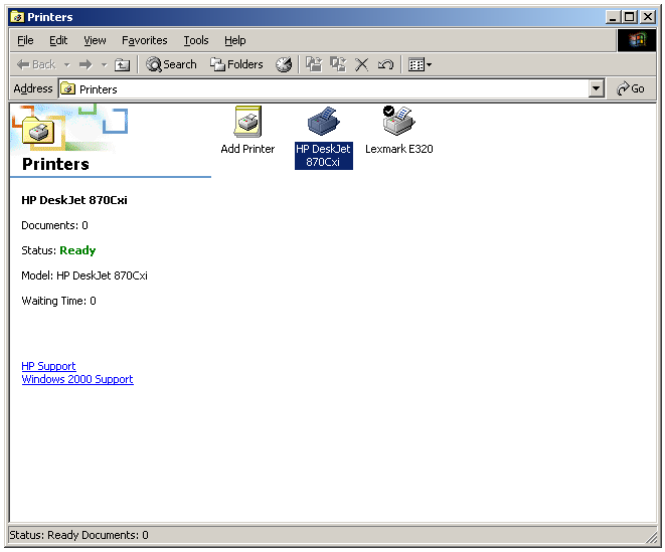
3- Release the Resume button

From the computer

This is the external test will tell you if the link between the computer and the printer is functioning.

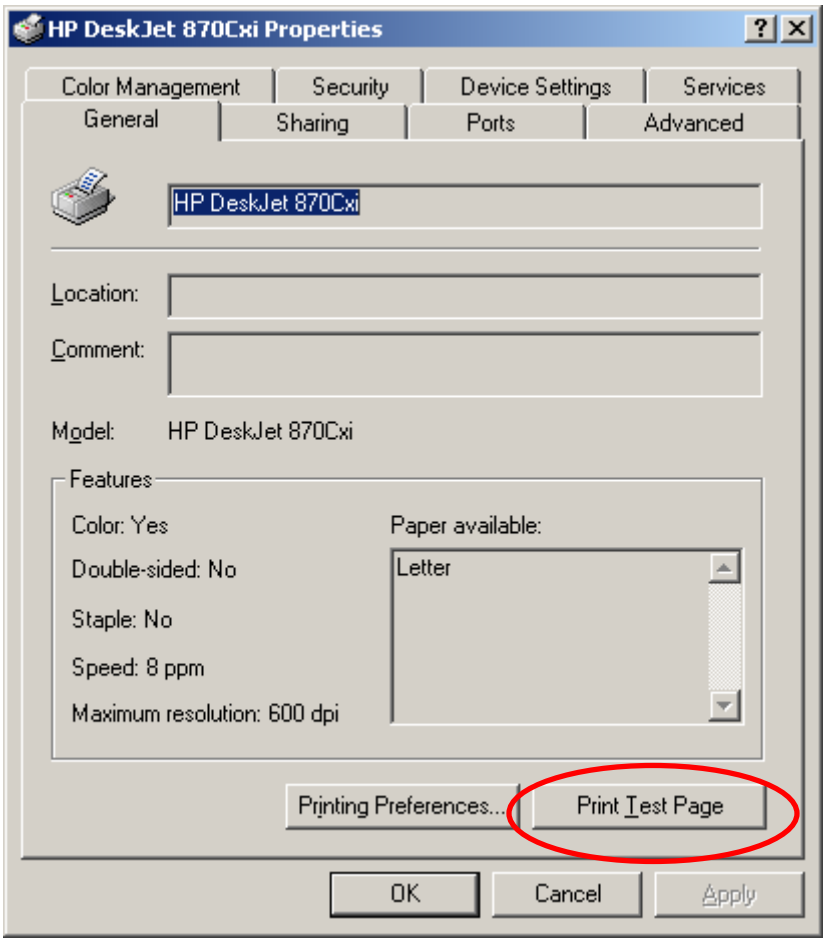
1- Click **Start** → **Settings** → **Printers**

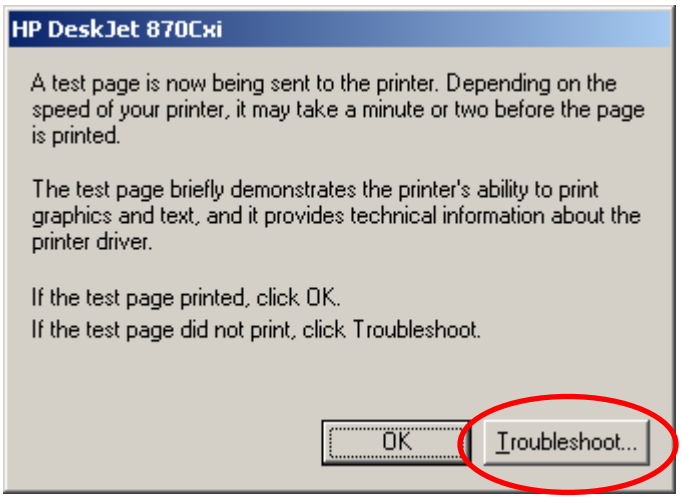
2- Click the **HP DeskJet 870Cxi** printer icon to select the printer.



3- Click **File → Properties**

4- Click **Print Test Page**




HP DeskJet 870Cxi
A test page is now being sent to the printer. Depending on the speed of your printer, it may take a minute or two before the page is printed.
The test page briefly demonstrates the printer's ability to print graphics and text, and it provides technical information about the printer driver.
If the test page printed, click OK.
If the test page did not print, click Troubleshoot.
OK
Troubleshoot...

5- If a test page does not print click **Troubleshoot…** and follow the directions.

Running a diagnostic test

1- Turn the printer on.

2- Press and hold the POWER button.

3- Press the RESUME button five times.

4- Release the POWER button